

TASK ORDER

GST0010AJ0028

Biometrics Enterprise Support for Next Generation ABIS

In support of:

**US Army Program Executive Office -Enterprise
Information Systems,
The Office of the Project Manager (PM)
DoD Biometrics**

Issued to:

**Northrop Grumman under its ITES-2S
Multiple Award Contract W91QUZ-07-D-0005**

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Issued by:

**The Federal Systems Integration and Management Center (FEDSIM)
2100 Crystal Drive
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FEDSIM Project Number 26212ARM

C.1 PURPOSE

The purpose of this requirement is to provide the technical approach for satisfying Warfighter needs through development of the enterprise biometric capabilities on which all Department of Defense (DoD) components depend as the single authoritative repository to achieve identity management dominance for the Warfighter. This task order will provide detailed NG ABIS documentation, COOP development and fielding, and support to upgrade and integrate the interim Transaction Manager (iTM).

C.2 BACKGROUND

The DoD and various branches of the U.S. military are fielding individual biometrics systems worldwide with varying levels of interoperability and integration capabilities. The U.S. Warfighter community urgently needs to achieve identity management dominance to fight various threats globally and has requested DoD support to develop an enterprise biometrics solution that is comprehensive, requirements-based, multi-modal, and multi-functional. The Office of the Project Manager DOD Biometrics (PM DoD Biometrics) is responsible for developing materiel biometric solutions in order to strengthen and improve biometric capabilities and to promote interoperability within the Department of Defense.

PM DoD Biometrics supports multiple systems developed to serve immediate, critical needs driven by the dynamic mission of the Warfighter. PM DoD Biometrics systems capture, transmit, store, share, retrieve, exploit and display biometric data for timely identification or identity verification. NG ABIS is a PM DOD Biometrics system and is a mission enabler for identity management and credentialing.

C.2.1 AGENCY MISSION

PM DoD Biometrics is an organization that is set to design, engineer, develop, acquire, deploy and sustain an enterprise biometric system, and family of systems, configurable for multiple operational mission environments, enabling identity superiority across the Department of Defense. This task order will support PM DoD Biometrics' mission by sustaining NG ABIS, an enterprise biometric system, and ensuring its functionality in an effort to provide continued support to the Warfighter.

C.2.2 CURRENT IT/NETWORK ENVIRONMENT

- Reference Attachment J

C.3 SCOPE

The scope of this requirement is to fully deliver an enterprise material solution that enables the use of biometrics as the tool for achieving identity dominance. This enterprise solution allows for near-real-time retention, capture, or release of data to the Warfighter. This capability will be connected to appropriate communications and theater-based servers providing data access and

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sharing at appropriate tactical, operational, and strategic levels. Additionally, the enterprise solution optimizes business flows by providing theater matching capability, performance, and functional testing; and ultimately fully delivers a scalable, standards-based solution that provides semantically interoperable interfaces for sharing data with other systems. In addition to maintaining the security posture as required by Information Assurance Vulnerability Management (IAVM) notifications and the DOD Information Assurance Certification and Accreditation Process (DIACAP) findings, the scope of this task order shall include design and development of the Continuity of Operations (COOP) capability, and integration of the interim Transaction Manager.

The contractor shall accomplish tasks at 3 different locations in West Virginia. Work shall be performed at the BTF in Clarksburg, WV and also at the NASA facility and contractor work site in Fairmont, WV. Travel for the TO will be required to various locations in West Virginia including the West Virginia COOP site and, on occasion, to San Diego.

C.4 OBJECTIVE

The contractor will provide services that support a DoD enterprise-wide biometrics identity management/superiority capability. The solution will support the following primary efforts: (1) operation and support (O&S) of the existing capability and objective system, (2) development, delivery, and finalization of NG ABIS documentation, (3) design, development, and fielding of COOP, and (4) delivery of an enterprise-class transaction manager for NG ABIS to enhance the DoD's biometrics identity management/superiority capability. The contractor team will deliver these capabilities through superior project management, enterprise development, and associated services.

C.5 TASKS

The contractor shall accomplish the following tasks and subtasks to support PM DoD Biometrics by moving NG ABIS to a 100% functional level through completion of project management, COOP, engineering and architectural design documents, iTM, and subsequent tasks.

C.5.1 TASK – 1 - ACCOUNTING FOR CONTRACT SERVICES

The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collections site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address: <https://cmra.army.mil>. The required information includes:

1. Contracting Office, Contracting Officer, Contracting Officer's Representative
2. Contract number, including task and delivery order number
3. Beginning and ending dates covered by reporting period

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4. Contractor name, address, phone number, e-mail address, identity of contractor employee entering data
5. Estimated direct labor hours (including subcontractors)
6. Estimated direct labor dollars paid this reporting period (including subcontractors)
7. Total payments (including subcontractors)
8. Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each subcontractor if different)
9. Estimated data collection costs
10. Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army requiring Activity is responsible for –providing the contractor with its UIC for the purposes of reporting this information.
11. Locations where contractor and subcontractor perform the work (specified by zip code in the United States and nearest city, country, when in an overseas locations, using standardized nomenclature on website
12. Presence of deployment or contingency contract language
13. Number of contractor and subcontractor employees deployed in theater this reporting period (by country).

As part of its submission, the contractor shall also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance, not to exceed 12 months ending September 30 of each Government fiscal year and must be reported by October 31 of each calendar year or at the end of the contract, whichever comes first. Contractors may use XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

C.5.2. TASK 2 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall identify a Program Manager (PM) by name who shall provide management, direction, administration, quality assurance, and leadership of the execution of this task order.

C.5.2.1. SUBTASK 1 – COORDINATE A PROJECT KICKOFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the task order. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from PM DoD Biometrics, other relevant Government

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personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). The contractor shall provide the following at the kickoff meeting.

- Contract Notification
- Draft Project Management Plan
- Input for Quality Assurance Surveillance Plan to include Performance Based Matrix
- Draft Service Level Agreements (SLAs)

* Refer to Section F for deliverables list

C.5.2.2. SUBTASK 2 – PREPARE A WEEKLY STATUS REPORT (WSR)

The contractor Program Manager shall develop and provide a WSR, using MS Office Suite applications, by the 10th of each month via Army Knowledge Online (AKO) to the Client Representative (CR) and the COR. The WSR shall include the following:

- Activities during reporting period, by task (Include: On-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task.
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- Personnel gains, losses and status (security clearance, TESA, etc.).
- Government actions required.
- Schedule (Shows major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- Summary of trips taken, conferences attended, etc. (Attach trip reports to the MSR for reporting period).
- EVM statistics
- Accumulated invoiced cost for each CLIN up to the previous month.
- Projected cost of each CLIN for the current month.
- System Status
- User feedback, if applicable for the period

C.5.2.3 SUBTASK 3 - EARNED VALUE MANAGEMENT (EVM) CRITERIA

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The contractor shall employ and report on EVM in the management of this Task Order. See sample attachment in H.10.3, Earned Value Management, for the EVM requirements.

C.5.2.4 SUBTASK 4 – CONVENE TECHNICAL STATUS MEETINGS

The contractor Program Manager shall convene a monthly In Process Review (IPR) and Status Meeting with the CR, COR, and other vital government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activity and status report, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor Program Manager shall provide a secretary who will create minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned. The minutes will be delivered to the CR and COR via AKO.

* Refer to Section F for deliverables list

C.5.2.5 SUBTASK 5 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

- describe the proposed management approach
- contain detailed Standard Operating Procedures (SOPs) for all tasks
- include milestones, tasks, and subtasks required in this task order
- provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between Government organizations
- include the contractor's Quality Control Plan (QCP) and EVM Plan.
- Include a Configuration Management Plan as a PMP appendix. The CM Plan should address the methodologies and techniques used on the project and should be updated throughout the project life cycle.

The contractor shall provide the Government with a draft PMP, on which the Government will make comments. The final PMP shall incorporate Government comments.

* Refer to Section F for deliverables list

C.5.2.6 SUBTASK 6 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated at the end of each option period. The contractor shall work from the latest Government approved version of the PMP.

* Refer to Section F for deliverables list

C.5.2.7 SUBTASK 7 – PREPARE TRAVEL REQUESTS

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The contractor shall keep a summary spreadsheet of all long-distance travel for the purpose of obtaining travel approval, and tracking and identifying long distance travel. The travel requests shall include, at a minimum, the following:

- Purpose/Scope
- Travel Dates / Duration of Trip
- Destination
- Name(s) of Travelers
- Travel Cost Estimates
- Actual Travel Costs (when identified)

The contractor shall submit travel requests to the BECC TPOC and FEDSIM COR. The contractor shall obtain approval from the FEDSIM COR before traveling.

C.5.2.8 SUBTASK 8 – PREPARE AN INTEGRATED MASTER SCHEDULE (IMS)

The Integrated Master Schedule is critical to management of a complex task order. The IMS should, at a minimum, summarize the program, document significant accomplishments within the program, and create output from program accomplishments in the form of deliverables. The IMS supports the events, accomplishments, and criteria with detailed tasks, activities, and milestones that show dependencies and the project's critical path.

The contractor shall provide the Government an Integrated Master Schedule no later than 5 days after the project kickoff meeting.

* Refer to Section F for deliverables list

C.5.2.9 SUBTASK 9 – UPDATE THE IMS

The IMS is an evolutionary document that shall be updated when changes affecting the schedule occur. The contractor shall work from the latest Government approved version of the IMS.

* Refer to Section F for deliverables list

C.5.2.10 SUBTASK 10 – PROVIDE SERVICE LEVEL AGREEMENTS (SLAS)

A service level agreement is a part of a service contract where the level of service is formally defined. Service Level Agreements help ensure effective delivery and support. Key elements of SLAs include performance, security, and availability.

The contractor shall establish best practice-based improvement processes to create performance metrics for task order requirements. The contractor shall use performance metrics to manage the service levels to track progress and report status to the Government.

* Refer to Section F for deliverables list

C.5.2.11 SUBTASK 11 – IMPLEMENT TRANSITION OUT PLAN

Transition ensures the incoming prime contractor is afforded the opportunity to develop a thorough understanding of the existing system life-cycle management processes and system requirements; define, implement, and receive government concurrence of any new or changed management processes based on the contractor's proposal; and assume responsibility for system sustainment.

The contractor shall prepare and execute a Transition-Out Plan (Deliverable 0012) that details the contractor's transition-out strategy at the end of the task order's period-of performance (POP). The Transition-Out Plan shall be delivered to the PM DoD Biometrics Client Representative (CR) and FEDSIM COR no later than (NLT) forty-five (45) days prior to the end of the period of performance. The Transition-Out Plan shall be updated as required at the end of the task order POP. At a minimum, the Transition Plan shall address:

- Project Management processes
- Points of contact
- Status of ongoing technical initiatives
- Transition of Key Personnel
- Identifies schedules and milestones
- Actions required of the Government
- Method of establishing and maintaining effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings
- Transition of Government Furnished Equipment (GFE)/Government Furnished Information (GFI)
- Transition knowledge and information from key contractor personnel
- Transition knowledge and information regarding risk or problem areas
- Contractor personnel checkout procedures

During this period the outgoing prime remains responsible for all system sustainment activities until relieved by Government direction or the PoP ends. Upon relief of baseline responsibilities, the outgoing prime shall focus on contract closeout activities while providing limited sustainment support to those areas where adequate knowledge transfer had not occurred.

The transition shall ensure minimum disruption to vital Government business. The contractor shall ensure that there will be no service degradation during and after transition.

* Refer to Section F for deliverables list

C.6. TASK 3 - ABIS SYSTEM MAINTENANCE

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The contractor shall provide Performance Engineering for NG ABIS and its evolutionary successors for the purpose of addressing: (1) Requirements development and validation; (2) Specifications development and maintenance; (3) System and component performance management for hardware, software, database, and infrastructure; (4) Architectural evolution assessment; (5) Response, throughput, and utilizations; and (6) high-level performance objectives of reliability, maintainability, availability, scalability, capacity, and technical refreshment. The contractor shall accomplish these objectives through use of appropriate Systems Engineering methodology and process (i.e., Performance Testing, Modeling & Simulation, Measurement/Management/Monitoring) as noted in applicable DoD standards and guidelines, including the DoD T&E Management Guide, Mandatory Procedures for Defense Acquisition Programs (MDAPS) DoD 5000.2R, and the International Council on Systems Engineering (INCOSE) best practices. These services shall be performed to support the other major life-cycle phases, disciplines, and organizations (i.e., Requirements, Design, Infrastructure Engineering, Database, Test & Evaluation, Architecture, Information Assurance, Software Development). The contractor shall provide an Integrated Product Team (IPT) Working Group (WG) that conducts weekly meetings and includes key members of the other major disciplines and organizations.

* Refer to Section F for deliverables list

C.7. TASK 4 – COOP IMPLEMENTATION AND SUPPORT

The contractor shall develop a COOP (DR service) Implementation Plan and execute the plan to field a COOP (DR service) solution that provides hot/warm recovery between the primary production site and the West Virginia COOP site. Following successful implementation and testing of the COOP system, the contractor shall deliver COOP support in phases. COOP functional implementation will be delivered as follows:

- The contractor shall initiate a Disaster Recovery (DR) with a recovery time objective of 24 hours and recovery point objective of 4 hours upon the direction of the BTF Operations Branch. This DR will involve establishing a back up system at the West Virginia COOP location. This system will be able to be remotely accessed by BTF personnel operating from the BTF-West (Clarksburg, WV), BTF HQ (Crystal City, VA) or Camp Dawson near Clarksburg, WV.
- The contractor shall initiate a Disaster Recovery with a recovery time objective of 4 hours and recovery point objective of 1 hour upon the direction of the BTF Operations Branch. This DR will require the replacement of the Transaction Manager. This system will be able to be remotely accessed by BTF personnel operating from the BTF-West, BTF HQ, or Camp Dawson.

Biometric matching services are mission-critical services supporting the Warfighter in achieving identity dominance; therefore, COOP and DR are essential to ensure 24x7x365 non-interrupted services.

* Refer to Section F for deliverables list

C.8. TASK 5 – TRANSACTION MANAGER INTEGRATION

The current scope of the Transaction Manager integration (TMi) effort is to provide an enterprise-class transaction manager for NG ABIS to enhance the DoD's biometrics identity management/superiority capability. The contractor shall combine the current Interim Operational Capability (IOC) interim Transaction Manager with the central biometric authoritative repository in a highly available redundant component-based architecture.

TMi will allow near real-time retention, capture, or release decisions to be made by the Warfighter. The contractor shall ensure the TMi capability take into account that Warfighter capabilities may or may not be tethered to appropriate communications. The contractor shall ensure the TMi effort supports the DoD biometric mission by replicating the interim Transaction Manager capabilities in a component based application. The effort shall be integrated with the NG ABIS biometric identification repository, associated search and retrieval services, and shall interface with existing and planned DoD and interagency biometrics systems.

When all efforts all complete, TMi should increase the current capacity for daily submissions, by a factor of two or more.

C.8.1 SUB TASK 1 – ELECTRONIC BIOMETRICS TRANSMISSION SPECIFICATION (EBTS) 2.0

The DoD EBTS is a transmission specification that will be used between DoD systems that capture biometric data. The main audiences for this transmission specification are software and system engineers who develop, support, and/or test systems that interface with the DoD NG ABIS or other DoD biometric systems.

The contractor shall ensure the NG ABIS system supports the EBTS 2.0 standard once published and mandated in the DoD Information Technology Standards Registry (DISR).

C.9. TASK 6 – IMPLEMENTATION OF LABORATORY ENVIRONMENT FOR INTERNAL AND USER TESTING

The contractor shall implement and maintain technical configuration of the BTF's ABIS laboratory to be a system representative of the operational environment capable of conformance testing

C.10. TASK 7 – ABIS SYSTEM SIZING

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The contractor shall perform a detailed system sizing analysis of the current ABIS configuration relative to the known current user submissions and projected user submissions. The analysis should identify output requirements to provide twice the required system capacity for the next 12 months. In addition, the analysis should provide the BTF end-user cost estimates for implementation of the system sizing projection. The analysis should also result in a system sizing model which can be used for analysis and projection for required upgrades/impacts. The system sizing model must provide information to enable the Director to perform “what-if” analyses against potential new operational needs.

C.11. TASK 8 – BIOMETRICS SYSTEM ENHANCEMENTS

The contractor shall perform identification, design impact analysis, development, integration, and test and verification for additional biometric modality types that are NG ABIS end user requirements. Some examples are but are not limited to: DNA, voice, and handwriting.

C.11.1 SUB TASK 1 – INITIATE INTEGRATION OF RAPT-R ALGORITHMS FOR VOICE MODALITY

The contractor shall perform the initial analysis and developmental testing on the RAPT-R algorithms and hardware for voice modality. From the analysis, the contractor shall produce a Work Breakdown Structure (WBS) and schedule and cost estimates for integration.

* Refer to Section F for deliverables list

C.12 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all EIT products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board’s Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor’s or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

The contractor must ensure that all EIT products and services proposed that are less than fully compliant, are offered pursuant to extensive market research, which ensures that they are the most compliant products available to satisfy the solicitation’s requirements.

If any such EIT product or service proposed is not fully compliant with all of the standards, the contractor shall specify each specific standard that is not met; provide a detailed description as to

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how the EIT product or service does not comply with the identified standard(s); and shall also indicate the degree of compliance.